

SKYword

the association of

professional

flight

attendants

july/august 2000



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SKYWORD Editorial Policy

Submissions to *SKYWORD* are due by the first day of each month for publication on the following month.

The APFA reserves the right to edit any submissions that are received for the purpose of publication in *SKYWORD*. Submissions will not be considered if they are too long, libelous, defamatory, not factual, in bad taste or are contractually incorrect.

Letters to the Editor may not be considered if the length of the submission exceeds 100 words. All letters must include your name, signature, address, base, employee number and telephone number. Use the Communique Card in the tear-out section or submit your letter to APFA Communications Department.

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The Question of When



John Ward
APFA President


It's a question on every Flight Attendant's mind these days: "When are we going to get a contract?" Good question. The APFA and the Company originally exchanged "openers" back in September 1998. We know that a lot has happened since then, but as we approach the two-year point in these negotiations, it's fair to wonder what lies ahead. Before looking ahead, however, I suggest taking a moment to look back. Remember, many of our Flight Attendants have never been through contract negotiations before!

The APFA contract history article on page 11 provides an informative look back at APFA's bargaining history with the Company since 1979. As you will see, this is not the first time a tentative agreement has been voted down; that happened in '79 and '83. Neither is this the first time that negotiations have dragged on for longer than we would like. In '87, negotiations took two and one-half years, and our last negotiations, which began in '92, took more than three years

from start to finish and included a five-day strike. I think it would be fair to say that American and its Flight Attendants have had a rocky labor-management relationship over the years! Has the Company learned from its past mistakes, or is it destined to repeat them?

Since returning to the table in May, there has been progress, albeit in the non-economic sections of the contract. As we now turn our attention to the more substantive issues, we will see if the Company resists making the improvements in pay, retirement and working conditions that are essential to obtaining an agreement that can be ratified by the membership. We need a meaningful raise! We deserve to retire with dignity! We want improved work rules! While it would be difficult to accurately predict exactly how much longer negotiations will take, APFA doesn't plan to sit idly by and just wait. We will use any and all legal avenues available to us to reach a success-

ful resolution to these negotiations and to accomplish this objective as promptly as possible.

Remember, your continued support of APFA is key to our success at the table. Please call the HotLine or visit the web site at www.apfa.org to keep abreast of the latest negotiations news. 

Vice President's Report

Taking In The Big Picture



Jeff Bott
APFA Vice President

This month, I wanted to talk to you about training that your Division Representatives recently completed as well as give you an overview of the arbitration process. These two subjects mesh together appropriately, as we decided to incorporate mock arbitration hearings as one of the key components of the training. I am committed to ensuring that our Union representatives working within the System Board of Adjustments Department are provided with the best training possible, both internally and externally. This will allow them to keep pace with the changes that are evolving in the courts and arbitral arenas involving workplace issues.

When I say external training, I am referring to labor seminars held throughout the country on different topics regarding labor/management issues. In May, the Division Representatives and I attended the National Academy of Arbitrators Convention in San Francisco. The National Academy of Arbitrators Convention is an annual gathering of professional arbitrators, as well as members of both the

labor and management fields. We had the opportunity to hear discussions and presentations on developments in recent court rulings affecting due process in the workplace. The discussions focused on what impact these rulings have on arbitration proceedings with overlap into federal legislation, such as the Americans with Disabilities Act. We also had the opportunity to listen to some of the most noted arbitrators in the country speak on labor/management issues. Since both American Airlines management and the APFA must agree to arbitrators to decide issues for us, and each side pays one half of the arbitrator's salary, it is very important to get the opportunity to hear different arbitrators' varied perspectives on workplace issues and disputes.

Later in the day, we witnessed a panel of arbitrators rule on a particular issue without any prior knowledge of the subject matter. The moderator simply described a situation and each panel member was forced to immediately render a ruling on the

issue. This was an important glimpse at the arbitrators in action, in what one might call an interview process with the union and management groups. Each group carefully watched for an arbitrator it might wish to suggest to the parties involved to hire for resolving a dispute in a future arbitration hearing. There also was a discussion grouped by industry to talk about union/management issues within that industry. We listened to representatives from ALPA, Continental Airlines and UPS. One interesting issue discussed was how Continental Airlines went from a carrier that had poor ratings and low employee morale to ridding itself of poor managers and bringing in a new management team. The new team focused on building a relationship of trust between the workers and management. The topic of trust between labor and management was addressed, emphasizing that once broken it is not easily repaired. Trust speaks in actions as well as words. The survey results at Continental speak

for themselves.

While external training gives us the global perspective of workplace issues, internal training focuses more on incorporating the global issues within our workplace and contract. This process was conducted locally in the Dallas/Ft. Worth area with several labor attorneys and some APFA representatives seasoned in the arbitration process. In this training, the participants alternated in union and management roles, and actual APFA cases that could go before an arbitrator in the July round of quarterly system board hearings were presented. We had an actual arbitrator hear the cases and render a verdict with the board members. This gave us a real hands-on session. Alternating the roles between union and management better prepares our case by knowing and preparing in advance for the arguments that could be made against us in an actual arbitration hearing. The arbitrator then critiqued us on what we did well and what we could improve on. This feedback is invaluable to raise



Lori Bassani (Western Division Rep)

already skilled representatives to an even higher level of proficiency.

Here is a brief chronological synopsis of the basic components of the arbitration hearings.

An issue of dispute is presented to the board panel, consisting of the arbitrator, company and union board members. The arbitrator and the board members decide any dispute that occurs among the parties before and during the hearing. The case is presented to the board members and arbitrator. The arbitrator and

the board panel also have the right to ask questions of the witnesses. If there is a dispute, the board may meet privately in what is called an "executive session" to decide the motion/ruling as well as the final and binding outcome of the case before the board members and arbitrator.

Majority rule decides the issue.

One of the first questions that might be raised is regarding burden of proof. It must be established who actually has the burden of proof. This can shift back and forth during the hearing depending



on the evidence presented. The party that is initially determined to have the burden puts its case forward first. As an example, the Company generally has the burden of proof in discipline or discharge cases. The Union generally has the burden of proof in contractual violation issues.

The case begins with opening statements, giving an overview of each party's case and what its position is. There are three standards of proof that might be used in an arbitration: 1- preponderance of evidence, meaning 51 percent on one

side vs 49 percent on the other; 2 - clear and convincing, meaning 75 percent to 25 percent; or 3 - beyond a reasonable doubt, meaning 95 percent to 5 percent.

Arbitrators generally have accepted a certain standard depending on the type of case, but what the parties deem as the appropriate standard might be mentioned in this part of the hearing.

The case then continues with case in chief. One side presents its principal case, calling witnesses, hearing testimony and admitting evidence

from l to r: Jeff Bott, Steve Moldof, Patt Gibbs, John Ward, Tommie Hutto-Blake, Greg Hildreth, Lori Bassani and Lynda Richardson at the National Academy of Arbitrators Convention

Julie May (Southeastern Division Rep) and Greg Hildreth (Southcentral Division Rep) during mock arbitration hearings

used to substantiate its position. Each counsel has the right to cross-examine the opposing witnesses. Each Division Representative uses the basic motions for objection if the need should arise during the questioning of the witness. The other party then begins its case in chief using the same protocol mentioned above.

The case concludes with closing statements. Each side presents its closing comments and summary of the case. The side that began first closes last. The hearing

is then closed and the board panel goes into an executive session. Whichever side the arbitrator believes met the burden of proof and proved its case under the standard established for the issue wins the case.

This is a general view of an arbitration, but there are many other small technicalities that are a part of the process as well.

Why is this important for you? This is the machinery you have to use as a member of our Union to protect yourself from arbitrary action taken

against you by management. This allows a neutral party to decide the issue.

One principle I have certainly seen in action here at the APFA is that no one knows us better than we know ourselves. While we have attorneys to advise us, they will be the first to point out that we know our employer, contract and profession best. Our senior Union advocates have fought many battles and paved the way for our occupation to become a profession. They have the history on how we obtained

certain items within the contract, the year it became history and the knowledge on cases we have won and lost and why. This "institutional history" is invaluable and critical to the success of all of us as APFA Flight Attendants in the struggles we face with management, so that we are not constantly reinventing the wheel. This allows us to focus on moving forward and gaining ground.

Next month, I will focus on your Division Representatives and look at a case study to put theory into a real situation and outcome.



Kathy Fragnoli (with The Resolution Group) and APFA Vice President Jeff Bott



The APFA Policy Manual



Linda Lanning
APFA Secretary

My last article in *Skyword* touched on the subject of the APFA Policy Manual. I would like to give you some background information regarding the Policy Manual and bring you up to speed as to where we are now.

When your Board of Directors meet and conduct business, either by having a convention, a Board of Directors meeting or a teleconference, the chance of change to any given section in the Policy Manual is great. From a historical perspective, the APFA Policy Manual can be described in three distinct time periods:

1. *"Pre" Policy Manual*
2. *"Original" Policy Manual*
3. *Current Policy Manual*

Let us review the "pre" Policy Manual. Under the old APFA Constitution, there was no Policy Manual. We had separate manuals for the various departments, i.e., Coordinators' Manual, the National Ballot Committee and a proposed "Chairperson's Manual." Before

electronic data management became commonplace, the Board of Directors would pass resolutions and then these documents would be filed in a cabinet by the APFA Secretary/Treasurer. A staff member or the record keeper would have to spend countless hours trying to locate certain resolutions. This was both time consuming and disorganized. Several of our past officers set up indexing systems and cross reference guides, and still it remained a difficult process to access the information.

The Board of Directors created the Policy Manual Committee in June of 1991. They set up the committee with the anticipation that the APFA membership would be voting on the "new" APFA Constitution which was ratified by the membership on September 11, 1991.

This now brings us to the "original" Policy Manual. With the newly ratified APFA

Constitution specifically mandating a Policy Manual, the Policy Manual Committee presented to the Board of Directors a series of draft texts of the new Policy Manual in late 1991. This process continued through March of 1992, with the Board of Directors adopting, via resolution, the new Policy Manual on a section-by-section basis. The first printing of the APFA Policy Manual was distributed in April of 1992.

The current Policy Manual came into being when former President Denise Hedges created a Policy Manual Review Committee in August of 1996. The committee was to address the rapidly changing world of electronic media, the elimination of conflicting and/or redundant language and references throughout the document. Another goal was to pare down the size of an active Negotiating Committee as specified in Section 15 of the Policy Manual. It was believed that the number of

active negotiators on the 1992 Negotiating Committee (the first under the new Constitution and Policy Manual) had been too large. It was anticipated that the 1992 active number would be larger than necessary for the next round of negotiations.

The Policy Manual Review Committee polled APFA Representatives, past and present, for ideas and suggestions. They also reformatted the appearance of the Policy Manual, introducing consistent style, capitalization and other punctuation standards. The recommended changes were sent out in draft form to the Board of Directors prior to a formal presentation at the 1997 annual convention. At the convention, the Board of Directors amended and approved the changes section-by-section, and the first copies of the current Policy Manual ("1997 Rewrite") were distributed.

Almost immediately, Revision #1 was released. It contained an addition to Section

5, which was authorized by the Board of Directors via resolution at a teleconference meeting on April 18, 1997.

Revision #2 was published in February 1998. It contained changes approved by the Board of Directors at various meetings throughout the second half of 1997, which included authorization of laptop computers for the Base Chairs and Vice Chairs.

Revision #3 was an updated table of contents, reflecting the changes made.

Revision #4 included changes adopted by the Board of Directors of 18 resolutions at the 1998 annual convention. It included changes to the budgetary and financial policies in Sections 5 and 7 and major revamping of Section 15. This revision was to give the Board of Directors flexibility to adjust the number of negotiators.

In Revision #5, changes were made in Section 5 regarding various increases in expenses for the representa-

tives as adopted by the Board of Directors at a special meeting in the latter part of 1998.

Revision #6 includes changes to Sections 2, 5, 8, 9 and 12 that were adopted by the Board of Directors at special Board of Directors meetings in March and May of 1999. Most of the changes involved Section 5, with some simplification of policies in this section, as well as several general increases in expenses for the representatives. Also, in Sections 5 and 8, new language contained guidelines for returning APFA properties after completion of a project or term, and Section 12 was changed to accommodate an expansion of the InfoRep Program.

Revision #7, which is our current one to be added to the Policy Manual, addresses nominations of Union Contribution Awards, board packets going out via e-mail and an overview of Board of Directors meetings in

Sk y w o r d .

Having just taken office, I am learning my resolutions quickly. I have learned many new things, and one of them is if a board member submits a resolution to the board and it is voted on and passed, it must be specific as to whether it should be implemented into the Policy Manual. The project of ensuring that resolutions voted in by the Board of Directors are implemented into the policy manual is not a one-(wo)man show. It takes teamwork and time to get the job done. I want to thank Jeff Crecelius, Tim Trochleman and the many others who put their time and energy into the Policy Manual, either by review committee or revisions. You know who you are and this entity thanks you for your hard work and dedication. Jeff Crecelius had put together the history of the Policy Manual for this article, and I thank you, Jeff.

By the time this article goes to press, we will have had

a convention that will most likely cause more revisions to be handled through my department. As the record keeper, it is one of the duties of the Secretary to make certain that all documents are recorded and correct. I have asked for the help of Jennifer McCauley, who represents BOS-I as its Chairperson. We had several discussions regarding help from others with this project, and I have also asked Ted Bedwell, who is on the Executive Committee, and Greg Gunter, who represents BOS domestic. I know that these people will continue with the hard work and dedication to do the job and do it well. I thank them in advance for their time and knowledge.

From you, the membership, I would like some feedback as to what you would like to know from my department. It is, after all, your Union, and I am here to represent you. Let me know what it is you would like to learn. If you have questions, please feel free to call me. I may be reached at extension 8221. Take good care and stay informed.

Are You In Dues Arrears?



Juan Johnson
APFA Treasurer

As the APFA Treasurer, I oversee all APFA membership and dues records. At the Board of Directors Meeting, held in Chicago June 6, 2000, I presented the individual Base Chairs with a list of all Flight Attendants at their bases who are in dues arrears. To date, there is approximately \$1,000,000 that is owed in dues to APFA.

We must rely on American Airlines for information regarding a Flight Attendant's status. The American Airlines Payroll Department runs payroll on the 8th and 22nd of each month. At that time, they create a disk that lists the name, employee number, status, status date, station, base and the amount of dues deducted for the month and year-to-date. When we receive the status disk, we go through a series of steps to download the information into our database and charge the Flight Attendants who are in a dues obligated status.

You are obligated to pay dues unless you are:

- *Unpaid sick in excess of 30 days*
- *Unpaid injury-on-duty in excess of 30 days*

- *Unpaid maternity - this is the period of time when you are out of sick time and not allowed to fly through the 6 or 8 weeks following delivery. If you opt to take the family leave after the 6 or 8 weeks, you are once again dues obligated.*
- *Military leave*
- *Suspended without pay*
- *Terminated*


The majority of our outstanding dues owed have been accrued during bid and over-age leaves of absence. Many Flight Attendants feel that they should not be dues obligated during this period of time because they are not using the Union's services. I want to remind you that someone negotiated the ability for you to take that leave and hold your position on our seniority list. There is always someone working to represent all of us in scheduling, contract, health, safety and throughout all aspects of our work life on a daily basis so when we return from a leave our job is still there and protected. American did not just give us these benefits. We fought for them. Very few jobs will allow us this type of flexibility and yet hold our position open.

The task of keeping track of each Flight Attendant's pay status is a monumental one, especially since we have approximately 2,200 members on leave each month. We are in the process of hiring a new collection agency to handle the collection of dues owed our Union's treasury. We are considering more creative ways to collect the money owed.

Article 31 of our contract (page 142-146) covers all aspects of dues. According to Article 31, D, E, F, G and H, a Flight Attendant in arrears for more than sixty (60) days while on active status, (s)he will be notified in writing by the APFA Treasurer with a copy of the letter sent to the Vice President of Employee Relations of American Airlines. This letter will outline the delinquency. It will also remind the Flight Attendant that he or she is subject to discharge as an employee of the Company, if arrangement for payment of the outstanding dues is not made within thirty (30) days of the date of the mailing of the notice. If, after the thirty (30) day period, the Flight Attendant remains delinquent

and no arrangements are made, the APFA President shall certify in writing to the Vice President of Employee Relations with a copy of the notification to this effect to the Flight Attendant and request he or she be discharged. The Vice President of Employee Relations shall then take the proper steps to discharge such employee from the service of the Company.

The Flight Attendant may pay delinquent dues by check, credit card or, if dues are delinquent from an inactive status, may set up a payment plan with the APFA Dues Department. If a payment plan is arranged, can the Flight Attendant vote? One must be a dues current member to vote in any election or referendum.

Our goal is to have every Flight Attendant either dues current or maintaining an official payment plan. If you have any questions regarding your dues balance, please call our Dues Department at 800-395-2732, extension 8151 or 8152. If you feel you have been improperly charged dues, contact us, be patient and remember we are only as good as the information we receive. 

As promised in the May 2000 issue of *Skyword*, this article provides a "look back" at APFA contract history. It has been stated that in order to look forward, one needs to reflect. The AA Flight Attendants are currently working under the 1995 APFA Contract. There have been a total of five (5) Working Agreements negotiated under the direction of the APFA.

Each of APFA's contract negotiations have been unique and each offers specific examples of the bargaining process under the Railway Labor Act. Upon closer examination, contract history provides a lot of insight: insight into American Airlines' management style and philosophy. It also provides us with a closer look at APFA as a Union and the exact role our membership has had to take during contract times with our employer.

APFA's contract history and the experience gained during each collective bargaining period will assist us in our current round of negotiations. We ask that you review this history closely in order to get a better understanding of where we are today in our push toward CONTRACT 2000.

While reviewing APFA's contract history, consider the fact that out of our 22,900 members 25 percent of you are working under your first APFA Contract and have little experience in active collective bargaining with our employer. Thus, we urge our membership to review where we are as a collective group and how far we've come since APFA began to negotiate with American Airlines back in 1979.

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1979 Contract Time Line

June 29, 1978	Openers exchanged
August 31, 1978	Agreement becomes amendable
May 7, 1979	<i>Tentative Agreement reached</i>
July 11, 1979	<i>Membership rejects Tentative Agreement</i>
July 17, 1979	APFA applies for mediation
November 18, 1979	<i>Second Tentative Agreement reached</i>
December 28, 1979	<i>Membership ratifies Tentative Agreement</i>
August 31, 1981	Contract becomes amendable

Highlights of 1979 Contract

- * Negotiations take 17 months from exchange of openers to ratification
- * 3-Year Contract
- * Article 3 - 1979 Compensation rates at the final step of pay increase (1981)

	DOM	INTL
1st Year Monthly Base Pay for 67 hours	\$1,020	\$1,200
1st Year Incentive Hourly Rate @	\$17.51	\$20.60
12th Year Monthly Base Pay for 67 hours	\$1,715	\$1,875
12th Year Incentive Hourly Rate @	\$29.44	\$32.18
- * Article 4 - Expenses at the close of contract pay gains:

	DOM	INTL
	\$1.25	same
- * Introduces Reserve Guarantee at 71 Hours
- * Introduces New Forms of Pay> Holding Time, Ground Time, Night Pay, Galley Pay, and Understaffing Pay
- * Introduces "Severance Exit" in Article 30 with minimal Health Insurance/Life Insurance and Passes
- * Employer Funded Pension Plan >

Plan member after 1st year	10 years 100% vested
	5 years 50% vested
Final Average Retirement Formula introduced for	(best 5 out of last 10 years)
Pension Formula Multiplier	9/80 1-2/3%
Reduced Pension Yield at Age 55	Full Pension Yield at Age 62

1981 Contract Time Line

May 19, 1981	Openers exchanged
June 26, 1981	APFA applies for mediation
Aug 31, 1981	<i>Contract becomes amendable</i>
September 23, 1981	<i>Tentative Agreement Reached</i>
November 4, 1981	<i>Membership ratifies Tentative Agreement</i>
March 1, 1983	Contract becomes amendable

Highlights of 1981 Contract

- * Negotiations take 5 months from exchange of openers to ratification
- * 18 Month Contract
- * Furlough Protection, Overage Leave of Absence and Partnership Flying Incorporated into this Contract
- * Article 3 - 1981 Compensation rates at the final step of pay increase (1982)

	DOM	INTL
1st Year Monthly Base Pay for 67 Hours	\$1,179	\$1,382
1st Year Incentive Hourly Rate @	\$20.24	\$23.71
12th Year Monthly Base Pay for 67 Hours	\$1,996	\$2,179
12th Year Incentive Hourly Rate @	\$34.26	\$37.41
- * Article 4 - Expenses at the close of contract pay gains:

	DOM	INTL
	\$1.45	same

1983 Contract Time Line

January 5, 1983	Openers exchanged
March 1, 1983	Agreement becomes amendable
July 5, 1983	<i>Tentative Agreement reached</i>
August 22, 1983	<i>Membership rejects Tentative Agreement</i>
September 1, 1983	APFA applies for mediation
November 9, 1983	<i>Second Tentative Agreement reached</i>
December 21, 1983	<i>Membership ratifies Tentative Agreement</i>
December 1, 1986	Contract becomes amendable

Highlights of 1983 Contract

- * Negotiations take 12 months from exchange of openers to ratification
- * 3-Year Contract
- * Introduces B-Scale Pay
 - Article 3 - 12-Year compensation rates at the final step of pay increase (1985)

A-Scale	DOM	INTL
1st Year Monthly Base Pay for 67 Hours	\$1,194	\$1,397
1st Year Incentive Hourly Rate @	\$20.49	\$23.98
12th Year Monthly Base Pay for 67 Hours	\$2,306	\$2,516
12th Year Incentive Hourly Rate @	\$39.58	\$43.19

Article 3 - 5-Year Pay Scale rates at close of contract (1985) for Flight Attendants hired after 12/83

B-Scale (Non-Merging)	DOM	INTL
1st Year Monthly Base Pay for 67 Hours	\$972	\$1,030
1st Year Incentive Hourly Rate @	\$14.50	\$15.37
5th Year Monthly Base Pay for 67 Hours	\$1,199	\$1,271
5th Year Over 67 Hourly Rate @	\$17.90	\$18.97

- * Introduces 71 Hour Domestic Pay Guarantee for "A-Scale"
- * Introduces 75 Hour International Pay Guarantee for "A-Scale"
- * Introduces Appendix R - Part-Time Work Considered Full-Time F/A
- * Introduces Appendix CC - Optional Exchange
- * Introduces "Personal Vacation Days" (PVDs)
- * Introduces Appendix T - \$10,000 severance exit with minimum passes
- * Introduces two other one-time severance options (Appendices U & V)

1987 Contract Time Line

August 19, 1986	Openers exchanged
December 1, 1986	1983 Agreement becomes amendable
February 3, 1987	AAL applies for federal mediation
March 25, 1987	National Mediation Board releases AAL/APFA from mediation
April 25, 1987	Thirty Day "Cooling-Off Period" begins
April 28, 1987	APFA free to strike/AAL free to lockout
December 8, 1987	AAL imposes sub-standard work rules
December 21, 1987	Strike vote mailed to APFA members
December 22, 1987	Strike vote passes
December 22, 1987	APFA Board of Directors authorizes 48-hour strike effective Midnight
December 22, 1987	Tentative Agreement reached @ 2130
December 28, 1987	Tentative Agreement signed
January 19, 1988	Membership ratifies Tentative Agreement
December 22, 1992	Contract becomes amendable

Highlights of 1987 Contract

- * Negotiations take 30 months from exchange of openers to ratification
- * 6-Year Contract
- * Merges the two separate pay scales
- * Article 3 - 14-Year Compensation rates at the final step of pay increase (1992)

	DOM	INTL
1st Year Hourly Rate for Base Pay	\$16.39	\$17.38
1st Year Incentive Hourly Rate	\$18.86	\$19.98
14th Year Hourly Rate for Base Pay	\$35.81	\$39.07
14th Year Incentive Hourly Rate	\$41.1	\$44.92

- * Article 4 - Expenses at the close of contract pay gains \$1.50 same
- * Article 8 - Increase to 4:45 Average Minimum Pay and Credit Guarantee
- * Article 30 - Adds Lump Sum Severance of \$25,000 for "Early Retirement"
- * Article 35 - Major Medical Lifetime Maximum @ \$500,000 effective 1/88
- * Article 36 - Improves Retirement Formula for Final Average Salary cap from 67 Hours to 75 Hours at "straight hourly" pay

1995 Contract Time Line

October 1992	Openers exchanged
December 1992	1987 Agreement becomes amendable
April 1993	Federal mediation request
April 1993	Informational picketing begins
September 30, 1993	National Mediation Board releases APFA/AAL and Thirty Day "Cooling-Off Period" begins
October 1993	AAL cancels all LOA and vacations with return to work date of November 1, 1993
	APFA strike vote passes overwhelmingly
	APFA Board of Directors authorizes strike
	Daily informational picketing
	Federal mediator returns to property
October 29, 1993	Thirty Day "Cooling-Off Period" concludes
	Parties free to resort to "self-help"
November 1, 1993	AAL imposes management mandated work rules
November 15, 1993	APFA files law suit against AAL
November 18, 1993	2 A.M. APFA CALLS STRIKE
November 22, 1993	President Clinton requests parties accept "interest arbitration"
October 1994	Interest arbitration begins
October 1995	Interest arbitration decision
January 1996	Final membership ratification of 1995 Agreement

Reviewing the history of our work group teaches us why it has taken so long to turn our job into a career with true retirement potential. In the '60s and '70s, we had to use the courts and the bargaining table to overturn management's many "rules" that defined our work group. The Company's strict guidelines defined a stewardess as female, young, unmarried, childless and thin. Today, these standards seem not only archaic but ludicrous.

In the '80s, management again insisted on creating a "rule" that established two separate pay scales, once again creating an obstacle that had to be the focus of bargaining for over a decade before it was totally deleted from our contract. Then we could return our collective attention to solid contractual gains for career minded Flight Attendants.

There is no doubt that the APFA membership has a

great deal of interest in this round of bargaining with management. Putting it simply, we want our very profitable employer to enter into an industry-leading contract with our Union! In defeating the first tentative agreement in this current round of negotiations, the APFA membership told management that we do not intend to be treated any differently than the other labor group on this property. Standing together in this second round of bar-

gaining as career minded professionals, we intend to see solid improvements in our potential earnings, retirement benefits and work rules before we see this contract ratified. This is our collective goal!

In the September Sk y w o r d, look for a special focus on reserve. In the '90s, management's actions of altering staffing on our airplanes greatly increased the number of Flight Attendants serving reserve. Thus, we as

a Union must define how best to combat this issue and who, why and how a Flight Attendant should be governed while holding this assignment. At this point, TEAM 2000 intends to further survey our members on this subject. We urge you to take the time to have your voice heard during this collection of information. E-mail us at nego4us@gte.net or call 1.800.395.2732 ext. 8715.



Highlights of 1995 Contract

- * Negotiations take (39) months
- * 6-Year Contract
- * Total removal of any reference in contract to "if hired before 12/83"
- * Article 3 - Compensation rates at the final step of pay increase (1997)

	DOM	INTL
1st Year Hourly Rate for Base Pay	\$18.24	\$19.95
1st Year Incentive Hourly Rate	\$20.98	\$22.94
15th Year Hourly Rate for Base Pay	\$41.47	\$44.30
15th Year Incentive Hourly Rate	\$47.69	\$50.94
- * Article 4 - Expense rates at the final step of pay increase

	DOM	INTL
	\$1.75	\$1.95
- * Introduces new form of pay> random drug testing (retro)
- * Overhauls grievance and arbitration procedures
- * Article 36 - Retirement> 100% vesting @ 5 years
 - Final average salary cap at 77 hrs. Dom. 82 hrs. Intl.
 - Incentive pay included
 - New forms of pensionable earnings
- * Appendix HH> One Time Special Early Out Bridge with Severance Payments
- * American's Discriminatory "weight/appearance" standards abolished

Countdown To Contract 2000

- | | |
|----------------|--|
| September 1998 | Openers exchanged |
| November 1998 | 1995 Agreement becomes amendable |
| May 1999 | Tentative Agreement reached |
| September 1999 | Membership rejects Tentative Agreement
1998 Negotiating Committee resigns
Board of Directors appoints Special Advisory Comm. (SAC) |
| October 1999 | 6 new appointed members for TEAM 2000 confirmed
2 professional negotiators hired |
| November 1999 | Ballots for elected members of the Negotiating Team mailed to the membership
Random phone survey of the membership conducted |
| December 1999 | TEAM 2000 6 elected negotiators confirmed
Cornell University conducts TEAM 2000 training for newly elected and appointed members |
| January 2000 | Membership survey mailed to entire membership
Formal negotiations resume |
| February 2000 | TEAM 2000 presents profit sharing proposal as separate incentive compensation package |
| March 2000 | TEAM 2000 presents total Union proposal to Company
TEAM 2000/SAC begin InfoRep Base Meetings (LGA, JFK, LAX/LAX-I) |
| April 2000 | IDF, ORD, and IOR InfoRep Base Meetings |
| May 2000 | DFW, SFO/SFO-I and DCA/DCA-I InfoRep Base Meetings
Negotiations moves to New York
Company presents management proposal |
| June 2000 | MIA/IMA and BOS/BOS-I InfoRep Base Meetings
Negotiations continue weekly in New York |
| July 2000 | RDU/SEA InfoRep Base Meetings
Negotiations continue weekly in New York |
| Aug 2000 | Negotiations move to Dallas/Ft. Worth |



InfoRep Connection – The Base Captain

By George Price, InfoRep Central Division Coordinator

A great deal of emphasis has been placed on the importance of communication by the new APFA National Officers. We have seen enhancements in *Skyword*, our Union newsletter, the APFA web site, the information on the APFA HotLine and the InfoRep Program. The National Officers, various representatives and our Negotiating Team recognize the vital role the InfoReps play in the dissemination and collection of information. Yet another level to the program has been put into place in the month of July. This is the InfoRep Base Captains.

Each of our 18 APFA Base Chairs has been asked to appoint an InfoRep Base Captain or depending on the base size, multiple captains. These individuals will play an integral part in the program. They will be in charge of setting up their respective base communication networks, help coordinate any base specific activities and act as a direct link to both the regional coordinator and InfoRep system coordinator. They will also work closely with their Base Chairs in the administration of their

duties. These individuals should be commended for stepping forward and offering their time and effort to strengthen the InfoRep Program and their base's communication network. In upcoming articles, we plan to introduce the new captains to you. It is important that their names be familiar in case you one day get their call to action!

By now you should have received your new InfoRep packet. This packet is full of information you should keep with you and share with your coworkers and anyone interested in becoming an InfoRep. There are bios on our new National Officers and the two professionals assisting Team 2000 at the negotiating table. Also included is the makeup of Team 2000 and an overview of the infrastructure of the APFA. Of particular importance are suggestion cards for Team 2000. If you or your coworkers have ideas or suggestions for our Negotiating Team, simply complete these cards and drop them in any APFA lockbox or just mail them.

In the future, you will

be receiving other InfoRep mailings that will include updated information that will either enhance, update or replace material in the packet. We promise that updating your packet will not be nearly as stressful as updating your manuals. One other very important thing that will be included in future mailers will be change of address cards. Please make sure these are passed out to your flying partners who have changed their address, phone number or base. Remind them that changing this information with the Company does not automatically change it with the APFA.

Please know that there has been a great deal invested in revitalizing the InfoRep Program. You are the single most important aspect of this program. Without you, it would not succeed in furnishing the vital link it was intended to provide. We are working hard to make a difference, and with your help, we will do just that! If you are not already an InfoRep and want to become one, contact your Base Chair today. *Keep up the good work.*



Hotline communicationsdepartment



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*Leslie Mayo
National
Communications
Coordinator*



Last month, I went into great detail about AA's computer offer to its employees via Dell. This

month, I'd like to tell you a little about our newly reorganized web site. With contract negotiations in full force and a new administration utilizing every avenue possible to communicate with you, our fellow Flight Attendants, we are taking full advantage of the World Wide Web to offer you an abundance of information accessible in a matter of seconds.

Michael Garza (DFW), Bill White (IMA) and I would like to let you know just how far along we are in launching all the highlights as promised...i.e., Flight Attendant Bulletin Board; Chatroom; member-to-member messaging; e-mail updates; calendar; up-to-date negotiations news; InfoRep updates; Skyword on the web; an

online APFA contract; APFA Constitution and the APFA Policy Manual; helpful links and much easier navigation.

During the past several months, we have been hard at work on www.apfa.org. We have been working closely together and are now putting the final touches on the site. We're happy to report that by the time you receive this magazine, apfa.org will be a reality including everything mentioned above.

There will be a secured portion of our web site open only to MEMBERS IN GOOD STANDING. All of your employee numbers, names and the last four digits of your Social Security numbers have been uploaded to a file on our secure server. This will enable the computer to confirm all of those who attempt to sign in. Please ensure that your Social Security number is on file at APFA headquarters since the last four digits of your SS# will be your password. Once you enter into the secured portion, you can sign onto the Bulletin Board and establish your own password for

that part of the site as well. These two usernames and passwords are unique (for the Members Only section and the Bulletin Board), so please remember to keep them separate when attempting to sign into one or the other.

Please e-mail the Membership Department at membership-dept@apfa.org or call 800.395.2732, ext. 8153 with your employee number, full name and Social Security number if you are unable to log onto the "Members Only" portion of the web site. Once we add this information to our database, you will be able to access the entire web site, short of the InfoRep area, unless, of course, you are an InfoRep.

Organizing the details of the Bulletin Board has been the most time-consuming issue we've encountered so far. We have had to decide how we will ensure complete accountability by each Flight Attendant who wants to post a message. Following the terms of participation to the Bulletin Board, there will be an "ACCEPT" or "DECLINE" button before anyone can post to the site. We intend to allow the Bulletin Board to monitor itself by asking YOU to help us. If you are

online and you see a posting that is against the rules previously agreed upon by every member (swearing, campaigning, defamation of character...), please let us know. We will research each issue and take any action necessary up to and including the removal of a member from the Bulletin Board for a specific amount of time.

Our goal is to bring you a useful web site, a web site that we hope you will use and enjoy but, most importantly, come back to again and again. Of course, not everybody will agree on the look, color, size, etc.; however, if you have a suggestion or comment, we would love to hear from you. Thank you to those of you who have taken the time to e-mail us and give your insight as to what you want published. You can reach us at apfa@apfa.org. It is an ongoing work. While constantly changing and uploading articles, news, info, pictures, stories, contacts, titles and numbers, it's definitely a labor of love. It has been very rewarding and a lot of fun to work on this project with others who share the same passions and hobbies.

Come visit us today!

www.apfa.org 

The following note and report was sent to APFA and is being reprinted with the permission of the author, IDF Flight Attendant "Sharon."



by Joann Matley
APFA National
Contract Coordinator

Oh, the Joy!

APFA:

Enclosed is a copy of a supervisor's note that documents the ubiquitous problem of agents getting into spitting matches with A1/A3 dead-headers. MIA and SFO agents continue to place D2 in FC over A1 and A3, A3 pilots in FC over A1 Flight Attendants, and A1 on the jumpseat while offering D2 and E (pass travelers) cabin seats.

"I approached the male agent at 1440 telling him that I was the A1D. He told me I'd have to take the jumpseat and gave it to me without offering, in the next 35 minutes, one cabin seat that might open. The flight was booked full, but it did break apart.

"I made eye contact with him as I passed my 4X pass through the EGR and asked if I was correct that the A11 gets a cabin seat after me. He said 'Oh yeah, I was going to come get you.'

"He told me to wait. I watched him give out 20 cabin seats from A1 to A11 to DRX to C3 and D3 ahead of

me. He then gave me back the 4X and said that he did not have time to talk to me. When he came on the plane, I again asked for a cabin seat and he told me to take any seat. I sat in 10D only to have him bring on four more non-revs and a D3 and three E pass travelers, one of whom had 10D. I told the Captain there was a problem with the agent giving me the jumpseat and asked the Captain to reopen the door.'

"The A11 saw me going back and forth to the jumpseat and offered to take the jumpseat acknowledging that I was correct in the agent totally mishandling A1 status."

Thank you, Sharon; we do get calls on this regularly, and rather than engaging in a "spitting contest" with the agent, please refer to star record N*APS97067.

This star record describes a "review of existing policies which relate to jumpseat accommodation of AA and AMR Eagle crew members on AA aircraft."

1. Deadheading crew members who travel as A1D/ A3D are eligible for upgrades to premium cabins when seats are available and if all, including AAdvantage upgrades, have been met.

Note: For flight service personnel performing a check ride, cabin is based on check ride requirements and availability. Management personnel conducting a check ride on a specific service or Flight Attendant(s) have cabin priority but not boarding priority over A1-A3 and A6 travelers.

2. Deadheading crews are to be accommodated in premium cabins based on their classification and check in time; therefore, they are to be placed on the airport priority list as they check in. It is not appropriate to place deadheading crew on the priority list in advance using the NS list.

You can be issued a jumpseat when deadheading, provided that all other seats are issued to revenue passengers.

This excerpt is meant to assist you when you are deadheading and find yourself in a situation where questions arise. Questions like "Is there contractual language addressing where deadheading crews must be accommodated? Or

in what cabin?" The answer to both of these questions is no. There is no language in our working agreement that addresses the cabin in which you must be accommodated.

If you think of it, pull a copy of this star record and carry it with you. Should you encounter a situation where accommodations are made according to the NS, or in a manner similar to the one described above, please remind the agent that you are aware of this star record and would prefer, if at all possible, that they work within these guidelines. APFA does not want to put one employee group at odds with any other; however, since we do deadhead, it is important that we are aware of the procedures that impact this aspect of our work lives.

Your input is vital to us in keeping pace with what's going on systemwide. Your calls and letters help us to help you. If you have questions about the contract, call, write or e-mail. If I can address your questions within the context of an article in Skyword, I will. I look forward to hearing from you. ^A

Fly safely and carry your contract!

Please Don't!

Klear, Whizzies, Mary Jane's Super Clean. Are these cleaning products available in grocery stores? No, they are not. Like UrinAid, Urine Luck, Powdered Urine, salt, Stealth, Purifyzit, Joy dishwashing detergent, bleach and Visine, these are some of the products that are being added to urine to mask or fool a drug test. The DOT calls these adulterants and requires that the labs performing DOT tests screen for them. The Internet sites that advertise and encourage the use of these products claim that they will fool MOST tests. That may be true if the company requiring the testing has 200 employees and is not closely monitored by a federal agency. Not so with the airline industry and its large number of safety-sensitive employees like Flight Attendants, pilots, dispatchers, mechanics and security personnel who are subject to federally mandated testing.

The Department of Transportation mandates testing

for alcohol as well as the following five classifications of drugs:


1. *Marijuana*
2. *Cocaine*
3. *Opiates*
4. *Phencyclidine (PCP)*
5. *Amphetamines*

The certified laboratories that perform these tests will determine if any of these drugs are present in the tested urine and will look for irregularities such as temperature, nitrite concentration, creatinine concentration, specific gravity and pH as well as certain adulterants like glutaraldehyde (UrinAid). They may become suspicious because of the urine's color, smell, consistency or other properties. For example, if the nitrite concentration is greater than or equal to 500 mg/mL, the lab will report this to the Medical Review Officer (MRO) and determine that an adulterant like Klear or Whizzies was used to cover up marijuana metabolites. Consumption of certain foods like beef jerky

and urinary tract infections will raise the nitrite levels but not to this high level. If the specimen's specific gravity is less than 1.003 but greater than 1.001 and the creatinine concentration is less than 20 mg/dL but greater than 5 mg/dL, the lab will indicate "dilute specimen" on the form returned to the MRO. THC Terminator Drink, vinegar, Eliminator and Golden Seal Tea are meant to speed the offending substance quickly through your body but leave their trail as dilute specimens. The lab will also report if the specimen is apple juice, water or has a temperature range that is not between 90-100°F. Why does this matter?

The laboratory reports that a test is positive, negative, dilute, adulterated, substituted, specimen unsuitable or test not performed. The best outcome is a negative drug test. If this is your second positive DOT drug test, you will no longer be permitted to perform this safety sensitive job again, ever. If this is your first

positive drug test, you may be eligible for Conditional Reinstatement after a period of termination. That is if you have violated only AA Rule 33. Possessing, manufacturing, dispensing or using a narcotic, barbiturate, mood-ameliorating, tranquilizing or hallucinogenic drug, either on duty or off duty, except in accordance with medical authorization, is prohibited. If you have tampered with a drug test or refused to test, you may be accused of violating AA Rule 7 (Insubordination) or AA Rule 34 (Dishonesty). Insubordination and dishonesty violations result in termination with NO CONDITIONAL REINSTATEMENT.

Let's face it. We are responsible for the safety of a lot of people. Being clearheaded and drug and alcohol free are best. If drugs or alcohol are more compelling than they should be, we can help. You may be able to come back to work after one positive drug test but tampering is just not worth it. 



by Emily Carter
APFA National
Health Coordinator



by Patty Bias
*APFA National
Hotel Coordinator*

As I mentioned in my June article, the Company and I reviewed the Hotel Nikko in Paris. You can expect a letter from their hotel general manager, Mr. Ory, outlining the following improvements.

Of most importance to those flying Paris is the heat. The hotel has decided to remove the old air-conditioning system and install a completely new system for heating and air in each room. Two hundred of the hotel's 700 rooms have been completed. The remaining rooms will be done by the end of the year.

Other improvements: the rooms are being painted, new bathroom floors and new drapes are being installed and

an extra set of towels will be placed in each room. The mini bars in the crew room have been emptied so we can put food in the refrigerator. The walls in the halls are being painted and new carpeting is being installed.

I have requested the possibility of a crew room equipped with a T.V., microwave and a Sabre set. To date, the hotel is trying very hard to locate a room. Listen to the weekly Hotline tape for updates. As you can see, our trip to Paris paid off.

I also completed a DTW short and long layover hotel review, and I'm very pleased to report that we are changing hotels (both short and long layovers). The new hotels are great. Please see News and Reviews for details.

Prior to my taking office, the decision was made to move to Chester, England, for our Manchester, England, layovers. I traveled to Zurich, Switzerland in June for a review. We very much like the present hotel – The Marriott – and its downtown location is super. I'll keep you informed of the hotel's status as soon as a decision is made.

Some contracts up for renewal are Atlanta, Baltimore, El Paso, Miami, Montego Bay, San Antonio and Washington,

D.C. We can't effect change without your input. Keep those reports coming. 'Till next month. . . .

Please note that APFA and AA have an understanding that during irregular operations (i.e., weather), once your sequence is made whole by Tracking or Crew Schedule and you have waited one hour for a room assignment, you can secure a room yourself and expense it to the Company. **A**

News and Reviews

DTW (short) - On July 1, 2000 we moved to a brand new hotel – the Hilton Garden Inn, located at 31800 Smith Road, Romulus, Michigan 48174. Telephone number is (734)727-6000; fax number is (734)727-6006. They operate 24-hour courtesy airport transportation. As you enter this pretty new hotel, the lobby has quaint English type furniture and a lovely fireplace to greet you.

Each room has its own microwave, refrigerator, coffee maker, iron and ironing board and hair dryer. The hotel uses an electronic lock door system, which is new and state-of-the-art. In addition to double locks and peep holes, the room windows open. The rooms are

soundproof and have black-out drapes. Local calls, "800" access and data port usage are free. Although, on a short layover you probably wouldn't use it, the hotel has a self-serve laundry area as well as a complimentary business center. The restaurant offers a 20 percent discount to crews. The hotel also has a 24-hour pantry by the front desk. It's stocked with beverages, both frozen and canned food and utensils for your dining pleasure.

Crews get a 20 percent discount on the pantry items as well. I'm positive you'll enjoy this hotel and its very friendly atmosphere and staff.

DTW (long) - We listened to you, and we changed hotels from the Crowne Plaza Pontchartrain downtown to the Doubletree in Novi on July 12th. We were the last airline to still be in downtown Detroit, and there was not much to do there. We checked out the surrounding areas and found a lovely area – very up and coming – Novi, Michigan. The Doubletree Hotel is located at 27000 Sheraton Drive, Novi, Michigan 48377. The telephone number is (248)348-5000; fax number is (248)348-2315. One-way drive time is 30 minutes. This

hotel is surrounded by two upscale malls and a third one is being built. The hotel is located near many restaurants with all types of food. If you don't wish to take a short walk, the hotel will gladly provide transportation. The hotel uses an electronic key system with double locks and peep holes. The room windows open. Local calls, "800" access and data port usage are free. Each room has a coffee maker, iron and ironing board and hair dryer. The restaurant, in-house, offers us a 20 percent discount. The hotel has a great sports bar with big screen T.V.s and an exercise room as well as a large indoor and outdoor pool. The hotel is owned by "Southern Hospitality." I think you'll enjoy this pretty hotel and all that the area of Novi has to offer.

RDU (short) -A review was conducted for short layovers in Raleigh/Durham. The decision was made to continue to stay at the Holiday Inn Crabtree. This hotel offers crews a complimentary breakfast buffet and does a monthly drawing for "Crew of the Month" with the winners getting a gift basket and free pay movies. The hotel has a 24-hour convenience store located in the parking lot and will transport crews to local restaurants and stores.

Standby Is Making Me Crazy!

There seems to be some confusion on the line about standby duty. Hopefully, we can get it cleared up and save everyone some trouble. Please refer to Article 10.N. and Appendix I.10.N.

Pay and Credit

If you complete a standby assignment without receiving a trip, you will be paid on-duty flight time pay and credit (e-time) from your report time until you are released. This is three hours and twenty-five minutes (3.25) for six hours. If you are pre-boarding a flight and the crew does not arrive until after you are to be released, call Crew Schedule to have your new release time entered. This will automatically generate any additional pay and credit you are entitled to.

If you receive a trip on standby you will receive:

a) On-duty pay (e-time) for each minute of the standby duty from the report time until one hour (1:00) thirty minutes

(:30) if deadheading prior to the departure of the trip sequence; and, b) Flight time pay and credit for all flying performed.

For example, you are assigned standby from 1200 - 1800. You are assigned a trip departing at 1700 from MIA to SFO. With a one (1) hour sign-in, you would accrue on-duty e-time pay from 1200-1700, and you would accrue the value of your trip. So, your standby pay would be two hours, fifty-one minutes (2:51). In addition, you would receive the six hours (6) of pay and credit for the flight you are assigned.

Trip Assignments

When Crew Schedule assigns you a trip on standby, it must have a departure time within the six-hour duty window. If the departure is then delayed, you are still legal to keep the trip. Your maximum duty day limit would then apply.

You may not be assigned a trip that was *orig-*

inally scheduled to depart within the six-hour window but has been delayed *past* your standby at the point it is given to you.

Standby Back to Back

When sitting standby two days in a row, you must have thirteen (13) hours off duty in between the standby assignments. This is to accommodate the sign-in of a sequence that may be assigned to you during the first hour of the second standby duty.

Multiple Standbys


A reserve will not be assigned standby duty for a second time during any single month until all other reserves, who are legal and available, have been assigned at least once.

Crew Schedule designates certain standby assignments with specific language, aircraft or service qualifications. This could lead to your serving standby more frequently than others.

An example would be if you are 777 and IFS qualified, you may be assigned standby that coincides with NRT and KIX departures.

If you feel that you are serving standby out of order, please call us at APFA headquarters to investigate for you.

Pre-boarding

At this time, we are required to pre-board flights if requested by Crew Schedule. In 1976, APFA (TWU at that time) filed a grievance that went to the System Board of Adjustment and was heard by an arbitrator. The arbitrator's decision was "...the assignment of ground duties to them (standby reserves) is permissible (sic) if they are the same duties that Flight Attendants normally perform." This does put limits on what you have to do while on standby. You may not be required to do such things as filing or stuffing mailboxes. 

Carry your contract and happy flying. See you next month.



*Jena Hopkins
APFA National
Scheduling Coordinator*

Accidents and Incidents



Kathy Lord-Jones
*APFA National
Safety Coordinator*

AA Domestic Flight DFW/ATL, 727

Minutes after take-off, the flight crew heard a loud bang and received indications of a problem in the number three engine. The flight crew performed their emergency checklist and shut down the number three engine. The flight returned to DFW and landed without incident. The aircraft was taken out of service.

AA International Flight SAL/MIA, 727

While climbing through 5,000 feet, the flight crew felt a strange vibration from the rear of the aircraft. Instruments indicated a problem with the number two engine. The flight crew shut down the number two engine and returned to SAL. The flight landed without incident and was canceled.

AA Domestic Flight ORD/LGB, MD82

At take off, the flight crew and the Flight Attendants reported a smoke smell in the cockpit and cabin. The flight returned to ORD and landed without incident. The right air condition-

ing pack was placarded and the flight redeparted for LGB.

AA Domestic Flight
DFW/EWR, MD82
A Flight Attendant reported that a passenger became irate and unruly during pushback. The aircraft returned to the gate and the passenger was removed. The passenger was denied travel and rebooked on another airline.

AA International Flight
MIA/SJO, A300
Upon descent, a passenger stood in the aisle and presented a card to a Flight Attendant advising that the passenger wanted asylum in SJO. He then recited the pledge of allegiance to Costa Rica. Upon arrival, immigration refused the passenger entry into SJO, and the passenger was returned to the United States with escorts.

AA Domestic Flight
ORD/HPN, F100
The flight returned to ORD with reports of smoke in the vicinity of the aft left lav. The Captain reported that the smoke alarms sounded while the flight

climbed through 1,500 feet. The number two Flight Attendant reported an electrical smell in the aft left area. The flight landed without incident and was taken out of service in ORD.

AA International Flight
ARN/ORD, diverted to
YYR, 767
During flight, a passenger reportedly pushed one Flight Attendant and threatened the Captain when he tried to intervene. The passenger then proceeded to light a cigarette in the cabin. The passenger began to throw things throughout the cabin area and threatened a Flight Attendant. The Captain, a male Flight Attendant and surrounding passengers restrained the passenger with flex cuffs. The flight diverted to YYR, and the passenger was taken into custody by police. The flight continued to ORD without incident.

AA Domestic Flight
SFO/JFK, 767
During flight, a passenger became disruptive and belligerent to others seated near him in the business class area. He

would not follow crew member instructions. The Captain came out and spoke with the passenger. The flight was met by Port Authority, the FAA and the FBI. The passenger was taken into custody for questioning.

AA Domestic Flight
LAX/ORD, 767
On landing, the Captain advised a normal landing; however, he was having problems with the roll-out. The Tower advised the cockpit of smoke coming from the left landing gear. The aircraft cleared the runway and ARFF was requested to check the aircraft. No fire was present, but two of the left main gear tires were blown.

AA Domestic Flight
IAH/ORD, MD82
At approximately 4,000 feet, the Captain reported the smell of smoke in the cockpit. Faint smoke was reported near the rear of the aircraft. The flight made a left turn and returned to IAH. ARFF met the aircraft on landing as a precautionary measure. The flight landed without incident and was taken out of service.

AA Domestic Flight
LAX/ORD, 757

En route to ORD, the flight encountered severe turbulence. The Captain and the Purser made P.A.s prior to the onset of turbulence to have passengers fasten their seat belts. The Flight Attendants were seated during the event. Three passengers reported injuries due to the turbulence, which lasted approximately 1 to 2 minutes.

AA International Flight
SJU/JFK, diverted to
CHS, A300

While en route to JFK, the flight experienced a loss of one of its hydraulic systems. The crew elected to land in CHS. The Flight Attendants prepared the cabin for an emergency landing. The flight landed without incident. The flight was canceled, and the passengers were accommodated on another aircraft that evening.

AA Domestic Flight
LGA/ORD, MD82

During taxi out, a passenger refused to turn off his cell phone. An altercation followed between the passenger and a Flight Attendant. The Captain returned the aircraft to the gate,

and the passenger was removed.

AA Domestic Flight
ORD/MSP, F100

During boarding, a passenger became irate, belligerent and disruptive. The Captain requested that the passenger be removed from the aircraft. The passenger refused and police were needed to forcibly remove the passenger. The passenger was arrested for striking a police officer. The flight departed shortly after the passenger was removed.

AA International Flight
JFK/SJU, A300

During taxi-in, a passenger reportedly stood up and began dancing in the aisle. The passenger refused to take his seat. Local authorities were requested to meet the flight, and the passenger was taken into custody for questioning.

AA International Flight
LHR/BOS, diverted to
SNN, A300

The flight diverted to Shannon due to smoke and sparks coming from Rows 22 and 23. The crew disabled the entertainment system as a precautionary

measure. Upon landing, the problem was confirmed to be a shorted powerport harness at Seat 23G. The powerport was disconnected and the flight redeparted for BOS.

AA Domestic Flight
SLC/DFW, 727

At flight level 330, the aircraft encountered severe turbulence. The Captain reported that all passengers and Flight Attendants were strapped in. The aircraft reportedly dropped 300 feet with some airspeed fluctuations. The flight continued to DFW and was taken out of service.

AA Domestic Flight
DFW/SJC, 757

The aircraft taxied out and was sitting with the engines off on the ramp due to weather in DFW. While on the ramp, the aircraft was struck by a bolt of lightning. Smoke entered the cockpit. The aircraft was towed back to the gate and taken out of service.

AA Domestic Flight
FLL/DFW, MD82

After takeoff from FLL, the aircraft had a failure of both ac

packs. The packs were reset, but the aircraft would not pressurize. Flight Attendant number four reported that the aft left galley door was not sealed and daylight was visible. The flight leveled off and returned to FLL where they landed uneventfully.

AA Domestic Flight
LAS/OKC, R80

During the takeoff roll, both master warning lights illuminated in the cockpit. The takeoff was aborted at 115-120 knots. The passengers were deplaned on the ramp area and bused back to the terminal. The aircraft was taken out of service.



June 11, 2000

*Jane Allen
Flight Service
Dallas Ft. Worth, Texas*

dear jane,

I have been corresponding with you via e-mail for a period of about six months now with regards to everything from crew rest breaks to morale within the Flight Attendant corps. I would like to first tell you about myself a little more before proceeding with the issues that we face at American Airlines, both together and as a company.

I am an International Flight Attendant based at JFK for the past nine years and was previously based at SJU and ORD. I am a Portuguese speaker who mostly flies South America and some European routes. I have a degree in international marketing. I am 31 years old and have been an employee of American Airlines for 11 years.

When I first came to work for AA back in 1989, I was one of those new hires

who felt excitement and pride when I went to work with my AA Flight Attendant wings on my blue uniform. Today, unfortunately, I have started feeling the pride slipping away and the exhilaration of working for the number one airline slowly fading. I remember when 99 percent of the new hires who came to base were full of ambition and would do almost anything for AA as we felt we were a family.

This has changed so dramatically in the past 11 years that most of the time we see about 75 percent of our workforce at their full potential because of lack of support and help from management. We have come to a point at AA where the morale in almost all departments is so low that ALL of AA's ratings are among the lowest in the industry. One must ask, "How does a Fortune

500 company fall from top rankings for five years to some of the lowest rankings around?"

The Flight Attendants at AA are very aware that this is a corporation out to make money. We have stockholders and investors who need to see a return on their investment. We are not asking AA to give it all to us without a return, but for AA to REALLY listen to what is happening within each department of AA and start getting control of the situation that is already spiraling downward. The Flight Attendants are not going to continue to give 150 percent when they feel and see that AA gives only 75 percent. We have come to the Company many times with proposals that are not unreasonable but are practical to our unique work environment only to have them scorned in return.

We are all adults of varying races, religions and sexual orientations. Our relationships are unique because we work closely with each other for long periods of time.

AA has conducted many surveys and received the same response each time from the Flight Attendants: We want respect and we want to be compensated accordingly for a job well done.

This brings us to the first topic that is exploding right before our eyes daily and has been a hot topic for years. I sent you a one-page e-mail about crew rest on the 767 aircraft about a month ago, and your response was to go through the Union because AA has no other means of communication. I find this hard to believe as AA could easily and quickly solve this issue today with a meeting between the

Union and AA. AA could operate in good faith and offer a fair settlement that would be well received by the Flight Attendants and the Union. The cockpit is responsible for safety issues as are we. The cockpit has an agreement of a first class seat with no one adjacent to them and/or crew bunks for three-hour breaks with as little flying time as eight hours. The Flight Attendants are given 45-minute rest periods for flying time of 8 1/2 hours with two coach rest seats that recline 1 1/2 inches. How are we supposed to rest comfortably and adequately with a coach seat that barely reclines. Safety is supposed to be the number one concern at AA, so why does adequate rest end with the cockpit? The cabin crew is expected to stay awake from the moment

we begin our journey until we land in a foreign country with the exception of a 45-minute rest period. We are not only supposed to be awake and alert, but we must maintain 100 percent safety compliance and upbeat personalities – all while serving our second or third meal service. This is just one of the many reasons our customer service ratings are down. The Company continues to ignore the safety factors of crew exhaustion even with the facts involved in our crash in Little Rock. Crews are expected to stay awake for up to 17 hours on night flights between sign-in and block-in time. This is difficult enough without considering the time changes factored in.

This issue could be resolved very quickly if AA would take the time to meet with and set up reasonable

guidelines for crew cabin rest. AA is jeopardizing our safety as well as our passengers' safety as AA continues to drag out this important issue. AA knows we are unhappy with the 767 crew rest issues, which have been written up many times to no avail. AA and the Flight Attendants came together to help make the 777 a uniform and easy aircraft to work.

We agreed on crew bunks for the cabin crew knowing that AA would use these on both European and South American routes. AA agreed that if there were no bunks we would have four business class seats at 4L/R with a curtain exclusively for Flight Attendant use.


Once again, AA has broken its promise, and now the Atlantic version has more seats in coach with our crew

rest seats becoming sellable. This not only looks bad for customer perception but goes against what AA and our team agreed upon while working together on this project. Also, AA has decided to pull one Flight Attendant from business to help in coach, thus sacrificing our business passengers' needs because AA wants more passengers and fewer Flight Attendants. AA continues to deteriorate our trust and working relations by promising to deliver something then changing it to fit their needs.

This happened in 1995 when AA promised that International Staffing would not be cut. Six months later we lost all VMC's on the 767 and MD11. AA management still has not learned why we went on strike seven years ago. AA needs to start communicating better with its Flight Attendants,

or we are sure to become what TWA is now and Eastern once was....going out of business.

American needs to realize that we have a morale problem that must be addressed. Things can get better only if American truly commits to listening to crew members and starts to make positive changes.

Thank you for your time and help in a very serious matter. 

Regards,
Scott McKinney
176131
JFK

Political Action Committee

by Jay Narey
IDF Flight Attendant

There are many different ways that APFA looks out for its members' interests. One of the most important of these is the APFA PAC. PAC stands for Political Action Committee.

The law is quite clear and strict on the source and administration of PAC funds. First, the law states that no dues money may be used as PAC money, and second, there will be no minimum contribution required of those wishing to contribute to a PAC fund. In other words, it must be a voluntary contribution above and beyond regular membership dues.

You may be asking yourself, why does the APFA need a PAC and why should I contribute? The answer is to ensure that members of Congress are aware and address issues of importance to Flight Attendants.

Virtually every major corporation contributes to some type of PAC fund to further its' own business interests on Capitol Hill. Corporate lobby-

ing outspends labor union lobbying efforts by huge margins.

Corporations and their senior management feel that it is well worth any expense to protect their own interests in terms of legislation. These corporate interests are often times diametrically opposed to the interests of unions and their members.

Recently, corporate interests have gone global through the creation of organizations like the World Trade Organization (WTO) and the North American Free Trade Agreement (NAFTA). One of the primary goals of these organizations is to circumvent domestic labor laws and use the cheapest labor possible anywhere they can find it.

Corporatists will tell you that they are raising the standard of living in third world countries. What they won't tell you is that they are simultaneously decreasing the standard of living for America's middle class with unionized workers taking the biggest cuts in their standard of living.

Furthermore, union PAC funds are at a distinct disadvantage compared to corporate PAC funds because unions are not allowed to use any of their members' dues money for PAC funding. Therefore, labor unions must appeal directly to their members for voluntary contributions to promote and advance

legislation that protects and enhances the profession of its members.

The main activity on Capitol Hill is lobbying. Our chief lobbyist in Washington D.C. is Joan Wages. Joan has served in this capacity for a number of years and is very experienced representing Flight Attendant interests through several APFA administrations.

Members of Congress frequently hold fundraising events for their campaigns due to the fact that each member of the U.S. House of Representatives has a term of only two years. Fundraising is a crucial part of the lives of our congressmen and congresswomen. By attending these fundraising events, the APFA demonstrates our support for legislators who support our issues.

The PAC makes APFA a player in Washington D.C. When we are visible and writing checks, congressional members and their staffs want to know our opinion on issues. It is all about access.

It is usually impossible to contact all 535 members of the U.S. House and Senate; therefore, key members are usually targeted for lobbying efforts. Factors such as the member's committee assignment, home state, ranking in

the House and Senate leadership, etc. determine who a key member will be on any particular issue.


Additionally, Joan Wages also follows FAA activities, which includes submitting written comments on published rulemaking initiatives and attending Aviation Rulemaking Advisory Committee meetings so that we have a voice on potential FAA rules coming down the pike. Joan coordinates these activities with Kathy Lord-Jones and Emily Carter to ensure that APFA's health and safety issues are well represented at the FAA. She also coordinates APFA's participation in the Coalition of Flight Attendant Unions, a coalition made up of all the unionized Flight Attendants in North America. The purpose of this coalition is to present a united front on issues such as the need for OSHA protections for Flight Attendants.

We have thousands of new members at APFA and many of these are first time union members, I know that I had never been a union member until I became a Flight Attendant, but I've learned a great deal about why unions are necessary and how they operate over the years that I've been a part of APFA. I contribute each month to APFA's

PAC because I know how important it is to protect our members by having a voice on Capitol Hill.

The APFA is a labor union, and a union's main purpose is to protect and advance the interests of its members...period. I am glad we have an organization that looks out for our interests as workers of a very rich corporation.

It is up to each of us to protect our organization by participating and by voting in each and every election for candidates that look out for OUR best interests as labor union members.

Individually, we each have a responsibility to protect our collective interests. I urge every APFA member to contribute any amount to the APFA PAC fund on a regular basis even if it's 50 cents or \$1 per paycheck. Think about it. \$1 is less than the price of a cup of coffee, and you are getting a lot of bang for your buck by protecting the future of your profession. Fill out the PAC card in the center section of Skyword and mail it in today. You'll be glad you did. 

Welcome to APFA

new hirepage

Hi, remember me? If you recently graduated from the Learning Center, you might. I am Joann Matley, National Contract Coordinator for the APFA. Part of my job as Contract Coordinator is to take the time to introduce APFA to you, our newest members. Our first meeting is intense to say the least. By the time APFA is afforded the opportunity to visit, you have endured six long weeks of food service, customer service, safety and making sure that your "lips and tips match." Then here comes the Union THE DAY before graduation. Timing is everything, isn't it?

Your faces are mixed with anticipation and apprehension. There is no room left to process any more information. NONE. Way too much information is offered at a time when all you really want to do is graduate and begin your career as an American Airlines Flight Attendant.

I am well aware that much of the presentation is lost in those final days at the learning center. No offense taken. A more proactive approach is to recap what you may have missed.

Union Dues

By now, you have gotten your first paycheck. The first half of the initiation fee of \$50.00 (\$25.00) has been deducted along with \$17.50, which is deducted bi-monthly for a total of \$35.00 a month. On occasion, no Union dues are deducted from your first paycheck. All that means is that the information you provided on the "application for membership and dues check off authorization" form did not get to the Company by the time the paychecks were run. If this happens to you, you will receive a bill from APFA. Please pay it as soon as possible. The second half of your initiation fee,

\$25.00, will be taken out of your paycheck on your first anniversary with the Company. A quick call to the membership department at APFA, extension 8153, can answer your questions. Your Union dues are tax deductible. Does any of this sound familiar yet?

What Do I Get for My \$35.00?

The services we provide to you during your probation are, for the most part, equal to the services that we provide for you the day after you complete your probation, with a single exception. Per Article 15, page 79 of the Working Agreement, "The company shall have the right to discharge or lay off any Flight Attendant during the probationary period without cause and without hearing." I know you heard that during the presentation and all throughout training. The reality of that statement is, if the Company believes you are

not the type of employee who meets the standards they have defined, it can end your employment. This is not to say that the Company is hunting for you or wants you to fail. American Airlines believes that it has the "right" to expect you will be at work when scheduled, perform the duties of a Flight Attendant while at work, and present yourself in a manner that is approachable to the customer. Should you experience a late sign-in, a missed trip, a sick call, bad letter or an encounter with a fellow employee that leaves you wondering, call the Union. Any one of these situations, alone, will not end your employment. A combination of these events, however, can put you in a position where the Company retains the "right" to terminate.

This article is not intended to debate the pros and cons of the Company having this option as a means to their end. It is intended to remind you that

APFA can and will intervene and talk to the Company on your behalf during probation, should you need us to. No false hope offered, just a voice of reason to speak for you.

I hope this helps you understand that we do represent you during your probation. We are charged with the responsibility of representing all of our members and do so when asked. Once you sign that card at the Learning Center and begin paying dues, you are a member. You are afforded the right to vote and use the services that we provide.

As new hires, you will hear galley gossip and Company gossip, and you will wonder which way to go. Call the APFA HotLine, log on to the APFA web site, read S k y w o r d, talk with your Base Representatives and Info Reps you see in your travels or call APFA headquarters. We are here for you during a n d after probation.



Birmingham, Ala.—One of American Airlines' true pioneers, R. Mildred "Millie" Alford passed away May 11, 2000, in Gadsdon, Ala., after an extended illness, at the age of 78.

I attended a memorial service Thursday, June 15th, to celebrate the life of Millie Alford. It had personal meaning for me as Millie pinned on my original wings, and years later, long after her retirement, she pinned on my 30 year service pin. It occurred to me during the memorial service that many of you may have no idea who Millie was or why she is so important to the old dinosaurs. Millie is an important part of our history. She was a woman who established standards of excellence that made American Airlines a great airline. She was chosen by Mr. C. R. Smith, the founder of American Airlines, to be the Director of the Stewardess College in 1957 when it first opened. In today's airline world, the only example that comes close to that management style would be Herb Kelleher at Southwest Airlines. It's the unique concept of valuing the employee and an understanding that if your people are treated with respect, the bottom



apfa.org

who was by Lynda Richardson • North Central Divison Representative MILLIE ALFORD?

line will reflect this. Continental Airlines is going in this direction, and it shows in the attitude of its employees.


Millie began her career as a stewardess and never forgot what being a stewardess meant. In the words of Peggy Allen, an International line Flight Attendant who spoke at her memorial service, "Every young woman she ever supervised or who went through the school when she was chief was influenced by her high standards, and we are all better women today because of her."

Our Stewardess corps has evolved over the years into a wonderful, diversified Flight Attendant corps. The strike in 1993 made all of us grow up and finally cut the cord of family and paternalism. Do I long for the old days? Absolutely not! But I am grateful to have known Millie Alford. Perhaps those who rule this huge airline empire should ponder why

there was standing room only at Millie's memorial service. *She was one of us,
She led the way,
She loved the Profession,
She never lost that love and respect on her way up the management ladder.*

A role model if there ever was one.
Goodbye, Millie, we loved you.

In remembrance,
ROSE MILDRED ALFORD
October 26, 1922 –
May 11, 2000

When the history of American is written, by an author who understands what motivated the people of American and made them great, I hope that a bright and shining page is reserved for and devoted to Millie Alford; all hands will say that it is very justified. And I will be glad to lead the cheers.
C. R. Smith 



Above:
Millie Alford pinning on Lynda Richardson's 30-year service pin.

The recent appointments of Lori Bassani and Lynda Richardson to the Western and the North Central Division Representatives positions created two Ad Hoc Member vacancies, leaving the Executive Committee with the minimum number of individuals required to conduct business. The Board of Directors determined that a Special Convention would be called to fill these positions. Since the DFW Chair and Vice Chair were both appointed and had not been elected or duly elected as Delegates, the DFW Base Representatives would not be able to vote in the Ad Hoc Members Place #3 and Place #4 election. Therefore, the Executive Committee directed the National Ballot Committee to send out a Willingness-to-Serve for DFW Chair and Vice Chair to ensure that "all reasonable measures" were taken to afford the members of that base the opportunity to elect a Delegate.

Due to time limitations, the National Ballot Committee for the first time conducted the special delegate election using the minimum time limits as outlined in Article VI, Section 8.H. and Section 14.P. of the APFA Policy Manual. Willingness-to-

Serve (WTS) Notifications for DFW Chair and Vice Chair were mailed to each member of the DFW base on April 26, 2000, with a due date of May 11, 2000. Two members in good standing, Kim Boyett and Samuel Morales, returned WTSs for the Chair position. Chris O'Kelley submitted a WTS for Vice Chair and was duly elected to that position. Ballots for DFW Chair were mailed to the DFW members on May 16 with a due date of May 31, 2000. A total of 3,472 ballots were mailed and 1,220 were returned, representing approximately 35 percent of the DFW base. Kim Boyett was elected DFW Chair, and she and Chris will serve as the DFW representatives for the remainder of the two-year term ending March 31, 2001.

Since we now had each base represented by a Delegate, a Special Convention was scheduled for June 6, 2000, in Chicago for the purpose of filling the vacancies in Ad Hoc Place #3 and Place #4. After four rounds of secret ballot voting, the Base Chair/Delegates (or Vice Chair/Delegate in the absence of the Chair) elected Marcus Gluth to Place #3 and then in

the following round elected Cheryl Walters to Place #4 of the Executive Committee. Cheryl relinquished her position as IDF Chair, and she and Marcus will serve on the Executive Committee for the remainder of the three-year term, which ends March 31, 2001.

The IDF Vice Chair, Steve Watson, accepted the IDF Chair position. He has appointed Bob Walker to the position of IDF Vice Chair. Bob will serve as Vice Chair until the completion of the Early Term Delegate Election that will be conducted in September 2000. At that time, all Chair and/or Vice Chair positions that are held by appointment will be filled. The Vice Chair positions at BOS-I, DCA, IDF, JFK, LAX, LAX-I and SEA currently all fall into this category.

Of course, we all are hoping that we will be voting on a Tentative Agreement sometime in the year 2000. With that in mind, this is an excellent time to plan ahead and pay any outstanding dues that might prevent you from being eligible to vote. If you have a dues balance that was accrued during a leave of absence, you are eligible for an APFA payment plan.

However, to be eligible to vote in any election, you must submit your payment plan and your first installment at least 30 days prior to the due date for any given balloting. If you have an outstanding dues balance and make payments on a consistent basis but have never actually set up an official payment plan, you will not be eligible to vote and your ballot (if submitted) will not be counted.

If you have any questions regarding a dues balance or want to request a payment plan, you may reach Cynthia or Eloise in the Dues Department at (800) 395-APFA, extension 8151 or 8152. Any questions regarding upcoming elections may be directed to the National Ballot Committee at extension 8311. ^A

DFW Chair/Degegate Election May 31, 2000

Boyett, Kim	741
Morales, Samuel	447
Blank	0
Void	0
Total Ballots Counted	1,188
Void - Duplicate	1
Void - Dues Arrears	20
Void - Not in secret envelope	8
Void - Did not follow instructions/other	3
Total Ballots Received	1,220
Total Ballots Mailed	3,472
% Voted	35.13

Base Field Reports

BOS-I

June 20th Meeting

In June, local APFA representatives met with Flight Service for one of our quarterly meetings. During these meetings, Domestic and International issues were addressed by both parties. If any BOS-I Flight Attendant has a general concern that you would like us to bring forward at one of our meetings, call the Chair or Vice Chair. You can also drop a note in the APFA lockbox detailing the issue.

Professional Standards

We currently have two Professional Standards Representatives at BOS-I. Johnathon Niebling and Jobel Belleza. We ask that you please call Professional Standards or the Chair or Vice Chair before going into the office with a problem. You can also call the BOS-I Professional Standards line at (800) 395-APFA, ext. 8630. If you are interested in becoming a Professional Standards Representative, please call Jennifer McCauley.

Jennifer McCauley
BOS-I Chair

Eugenio Vargas
BOS-I Vice Chair

DCA

We are receiving numerous reports from Flight Attendants regarding Co-Terminal limo arrangements. It has been brought to our attention that the limo desk is frequently requiring the Co-Terminal Flight Attendants to share a van with a layover crew and ride with them to the hotel before taking them to their assigned airport. This should not be happening. If you find yourself in this situation, please call the limo desk and ensure that you have YOUR OWN van. If they still require you to ride with the layover crew, DOCUMENT it and drop your HI3 in the APFA lockbox. In addition, note what time you finally get to your assigned airport and call Crew Tracking to request a new "release time." This new release time will reflect any additional "E" time (pay and credit for on-duty day) you've earned. It is very important that we have this documentation as it is the only way we can prevent it from happening in the future. Thank you for your assistance.

Robert Valenta
DCA Base Chair

Zelda Barnes
DCA Vice Chair

DFW

APFA Flight Attendants have the right to Union representation in proceedings with Flight Service. You may or may not need Union representation with every meeting you have with Flight Service; however, here is a simple guideline that will help you determine whether or not you want to take a Union Rep with you.

When Flight Service requests a meeting, ask them at that time:

- To what does this refer?
- Could this lead to disciplinary action?
- Should you bring Union representation?

If you are unsure as to whether or not it could lead to disciplinary action or they tell you it might, absolutely, call your Union Rep. During any meeting, you have the right to stop the meeting and reschedule or wait for Union representation.

From DFW: Kim Boyett (Chair)

Chris O'Kelley, (Vice Chair)

IDF

The APFA Board of Directors met in Chicago on June 6 and 7 for a Special Convention. The purpose of the Convention was to fill Ad Hoc vacancies on the Executive Committee. The APFA Board elected Cheryl Walters to fill one of the vacancies. Cheryl moved to the Executive Committee, which vacated the IDF Chair position. As Vice Chair, I moved to the Chair position. I have appointed Bob Walker, former National Contract Coordinator, as the IDF Vice Chair.

I'd like to take this time to thank Cheryl for her many years of dedication and hard work for our base and for APFA as an organization. Her leadership on the board led to her appointment as spokesperson for the Special Advisory Committee, a position she will retain. As Base Chair, Cheryl was respected for her ability to see to the core of the issues at hand and to provide viable solutions. I've learned a lot from Cheryl over the years, and I want to thank her for all of her help. I, for one, will miss her.

From Steve Watson, IDF Chair

RDU

"Farewell to Carlos"

On June 1, 2000, Carlos Pardo retired after 35 years of flying with American and also as a former Transcaribbean Flight Attendant. "Papa" will be missed by everyone and no one will be able to fill Papa's chair. Best wishes and much love from the RDU Flight Attendants.

Peggy Turley
Base Chair

Fiona MacPherson-Bowers
Vice Chair

To my fellow **JFK** Flight Attendants,

As most of you have heard by now, a great injustice has occurred to one of our most senior Flight Attendants, Elisabet Aulin, and the three other Flight Attendants flying with her in coach on Flight 973 from JFK to Rio on May 15, 2000. There were 59 people in coach that night on a 12-hour flight, which departed at 2230 and landed the next morning at 0850. Unbeknownst to them, one of the 59 people was a Flight Service manager out of MIA posing as a regular passenger. This was to become one of the now infamous "Market Rides" of Flight Service management.

Elisabet did her usual excellent job, which was commended by the "ghost rider." As a matter of fact, the "ghost rider" said she was pleasant, friendly, courteous, polite, smiling, helpful, kind, attentive to the customers, visible in the cabin and did her walk-thrus. The only thing that the "ghost rider" found fault with was that Elisabet allegedly slept for three hours. She also stated that everyone else in coach slept for exactly three hours. All four Flight Attendants stated that they slept for no more than two hours, which the purser had authorized and has confirmed in her statement to management.

Even though Elisabet has 34 years of service to American Airlines without a single performance problem and an exemplary record of outstanding service to her passengers, she was given a choice of signing a Career Decision Day Letter of Commitment, which is in lieu of termination, and in essence is a last chance option from the Company, resignation or termination with the option to grieve. The other three Flight Attendants in coach were also given the same choices.

continued

LAX

WELCOME BACK JOHN NIKIDES! Just for those who may not already know, John Nikides is back at LAX Domestic. We are very lucky to have John in a role he is very familiar with—Vice Chair. John is a favorite with LAX Flight Attendants and will serve our base well with his extensive knowledge and experience as an APFA Rep. **IMPORTANT**—LAX Flight Service has been issuing Directives to Flight Attendants, even if the Flight Attendant has attempted to contact his or her FSM/ATM to set up meeting times. A Directive is a written order from management stating that the Flight Attendant must attend a meeting on a specific day and time. In many instances, the Flight Attendants have left messages with their FSM/ATM to set up a meeting but never received a return call from the manager and were then issued a Directive. If this has happened to you or someone you know, please contact Nancy Brown or John Nikides immediately. A Base Grievance has been filed, and all supporting documentation is helpful.

Nancy Brown
Base Chair

John Nikides
Base Vice Chair

Base Field Reports

Elisabet is a two-time cancer survivor whose last bout began two years ago. She is 58 years old and two years from retirement. She cannot afford to lose her medical benefits or destroy her final earnings average for retirement. She was forced by Flight Service upper management to sign a Letter of Commitment acknowledging that she has a performance problem. In essence, she is being placed on probation for the last two years of her career. I cannot tell you how devastating this has been to her and to her other three fellow crew members who were also forced to take the same punishment, which none of them deserved. The most outrageous part for all of them has been to be forced to acknowledge a performance problem that none of them has, especially Elisabet. I am sure any of you who have flown with her would agree.

I have filed a Base Notice of Dispute over the fact that Flight Service upper management has clearly misapplied its own performance management policy of Peek Performance Through Commitment, which can be found in your Employee Handbook. Since none of them had a prior performance problem, they could have been progressed through the steps of PPC—not sent immediately to its final step. After 34 years of excellent service without any problems, you too may be one step away from termination and forced to sign your career away if you do anything that is deemed "excessive" by Flight Service upper management.

Mario St. Michel
Acting JFK Chair

SFO-I



From l to r: Sandy West, Lacene Wattree-Williams, Cheryl Evans, Lynn Daly and Roslyn Ewing

May 1, 2000, San Jose to Honolulu Inaugural Flight on the 757. SFO-I crew with over 100 years of seniority among them. They're looking forward to their first HNL layover in 10 years.

Gerrie Linn
SFO-I Base Chair
Lisa Clark
SFO-I Vice Chair

IOR

United HealthCare:

If any Flight Attendants or their dependent(s) have been denied medical/dental reimbursement from United HealthCare (UHC), please forward the information to either one of us. UHC has been taking an aggressive role in denying benefits that YOU, the Flight Attendant, are covered under. First, appeal to UHC via a supervisor of claims at the following phone number: 1 800-638-9599. Second, if you receive no positive response, then send the appeal in writing to UHC's appeal board. We are also encouraging you to report any denials and mistreatment by UHC to your local Insurance Review Board(s) in the state where you reside.

777 Atlantic Crew Rest: Evidently, management in Chicago has stated to representatives at APFA headquarters that the IOR Flight Attendants are quite satisfied with the Atlantic configuration 777 crew rest seats! That's not what we're hearing! Please write up any problems on the crew rest, and also let IOR management know of your concerns.

In Unity,

Doug Elmore
Base Chair

Nancy Moehring
Base Vice Chair

<i>S</i>	<i>M</i>	<i>T</i>	<i>W</i>	<i>T</i>	<i>F</i>	<i>S</i>
		1	2	3	4	5
APFA INTERNAL NEGOTIATIONS						
					HOTLINE UPDATED	
6	7	8 IDF BASE MEETING AT APFA HDQ 11 AM	9 DFW BASE BASE MEETING AT LOCAL OFFICE 11 AM <hr/> LAX BASE BASE MEETING AT LOCAL OFFICE 12PM <small>INFOREP HOTLINE UPDATED</small>	10	11	12
					HOTLINE UPDATED	
13	14	15	16 DFW/IDF IN TERMINAL "A" OPERATIONS 10 AM <small>INFOREP HOTLINE UPDATED</small>	17 DFW/IDF IN TERMINAL "C" OPERATIONS 10 AM BIDS POSTED 0001	18 ORD "REPS IN OPS" DAY	19
					HOTLINE UPDATED	
20	21 BIDS CLOSE 0001	22	23 <small>INFOREP HOTLINE UPDATED</small>	24	25	26 1200 BIDS FINAL
					HOTLINE UPDATED	
27 LAST 5 DAYS OF THE MONTH	28 LAST 5 DAYS OF THE MONTH	29 LAST 5 DAYS OF THE MONTH	30 LAST 5 DAYS OF THE MONTH <hr/> SFO/SFO-J BASE MEETING 10 AM <small>INFOREP HOTLINE UPDATED</small>	31 LAST 5 DAYS OF THE MONTH		
					HOTLINE UPDATED	

NOTE: DATES ARE SUBJECT TO CHANGE

Dates shaded in blue indicate active negotiations between APFA and AA.



**Association of Professional
Flight Attendants**

1004 West Eules Boulevard
Eules, Texas 76040

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